

## Exhibit 300: Capital Asset Plan and Business Case Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview

1. **Date of Submission:** 2011-02-28
2. **Agency:** 393
3. **Bureau:** 00
4. **Name of this Investment:** Archives and Records Center Information System (ARCIS)
5. **Unique Project (Investment) Identifier (UPI):** 393-00-01-04-01-0031-00
6. **What kind of investment will this be in FY 2012?:** Mixed Life Cycle
  - Planning
  - Full Acquisition
  - Operations and Maintenance
  - Mixed Life Cycle
  - Multi-Agency Collaboration
7. **What was the first budget year this investment was submitted to OMB?** FY2005

8.
  - a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**  
 The Federal Records Centers Program (FRCP) has developed the Archives and Records Center Information System (ARCIS) to replace an outdated and costly patchwork of computer support systems with a modern integrated system. ARCIS supports streamlined business processes and better serves our customers who expect, but did not previously receive, real-time, web-enabled access to information about their holdings and their transaction information. ARCIS provides customers with web-enabled access to information about their holdings and circulation data. ARCIS also provides access to transactional forms (e.g., transfer, reference request, withdrawal, disposition, etc.). This enhancement helps the FRCs retain current customers and obtain new business.

- b. **Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.**

Title	Link
Archives and Records Centers Information System Background	<a href="http://www.archives.gov/frc/arcis/about.html">http://www.archives.gov/frc/arcis/about.html</a>
Archives and Records Centers Information System Privacy Impact Assessment	<a href="http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/arcis-pia.pdf">http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/arcis-pia.pdf</a>

9.
  - a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**  
2010-09-07
  - b. **Provide the date of the most recent or planned approved project charter.** 2008-03-18
10. **Contact information?**
  - a. **Program/Project Manager Name:** \*
  - Phone Number:** \*

Email: \*

b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** David Weinberg

**Phone Number:** \*

**Email:** \*

**11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA):** Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

## Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding  
(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

**Table I.B.1: Summary of Funding**  
**(In millions of dollars)**

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”: 5

3. Insert the number of years covered in the column “BY+4 and beyond”: \*

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

\*

## Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
Awarded	8800	<a href="#">NAMA-07-F-0111</a>	GS-35F-0051K		*	*	\$31.5	Combination (two or more)	N	2007-09-10	2011-09-16	Y	Please NOTE: NOT AWARDED CLIN 63 from original PWS -- PWS Section 5.6 Siebel Upgrade NOT AWARDED, because awardee did not price this, and it was determined that pricing it four years out is not feasible. The Siebel Upgrade will be COMPETED, NOT performed under this contract. CLIN 63 was changed to RESERVED.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Completed	Short description of acquisition
Awarded	8800	<a href="#">NAMA-08-F-0088</a>	GS-25F-0061P		*	*	\$4.8	Combination (two or more)	N	2008-09-23	2013-09-22	Y	Barcoding Services and Supplies
Awarded	8800	<a href="#">NAMA-NH-10-F-0011</a>	GS-35F-4543G		*	*	\$0.6	Firm Fixed Price	X	2010-01-01	2010-12-31	Y	Purchase of support renewal for Siebel software.

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

\*

3.

- a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow \*
- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 \*
- c. Was the Acquisition Plan approved in accordance with agency requirements \*
- d. If "yes," enter the date of approval? \*
- e. Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? \*
- f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? \*
- g. If an Acquisition Plan has not been developed, provide a brief explanation.

\*

## Part II: IT Capital Investments

### Section A: General

1.
  - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
  - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. We are collecting statistical data relating to the usage and performance of our application servers, which we will use to evaluate cloud computing alternatives.
3. Provide the date of the most recent or planned Quality Assurance Plan 2010-08-10
4.
  - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment.  
393-00-01-04-01-0038-00,393-00-01-04-01-0004-00,393-00-01-04-01-0005-00
  - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s).  
393-00-01-04-01-0038-00,393-00-01-04-01-0004-00,393-00-01-04-01-0005-00,393-00-02-01-01-0008-00
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2007-10-15
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2008-07-18

## Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Planning	DME	*	\$0.0	\$0.0	2005-01-01	2005-01-01	2005-03-10	2005-03-10	100.00%	100.00%
Analysis	DME	*	\$1.1	\$0.9	2006-03-11	2006-03-11	2006-05-19	2007-09-28	100.00%	100.00%
Detailed Design and Prototype	DME	*	\$1.0	\$1.0	2006-05-20	2007-09-29	2008-03-17	2008-03-17	100.00%	100.00%
FY 2007 and FY 2008 Operations and Maintenance	SS	*	\$1.0	\$1.0	2006-10-01	2006-10-01	2008-09-30	2008-09-30	100.00%	100.00%
Develop and Implement Increment Initial Operating Capability (IOC) - Philadelphia	DME	*	\$1.2	\$1.2	2008-03-18	2008-03-18	2008-11-30	2008-10-15	100.00%	100.00%
Develop and Implement Increment 1 - Rollout to FRCS	DME	*	\$1.5	\$1.6	2008-11-03	2008-10-15	2009-07-24	2009-07-20	100.00%	100.00%
Develop and Implement Increment 2 - Develop and rollout to NPRC	DME	*	\$0.9	\$0.9	2009-07-24	2009-07-24	2009-09-16	2009-09-16	100.00%	100.00%
FY 2009 Operations and Maintenance	SS	*	\$0.9	\$0.9	2008-10-01	2008-10-01	2009-09-16	2009-09-16	100.00%	100.00%
Develop and Implement Increment 3 - Registry phase 1	DME	*	\$0.3	\$0.3	2009-09-17	2009-09-17	2010-06-15	2010-05-30	100.00%	100.00%
Develop and Implement Increment 3 - Inform	DME	*	\$0.1	\$0.1	2010-05-03	2010-03-01	2010-08-31	2010-09-16	100.00%	100.00%



Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Develop and Implement Increment 3 - Interfaces	DME	*	\$0.3	\$0.3	2009-09-17	2009-09-17	2010-05-31	2010-09-16	100.00%	100.00%
Develop and Implement Increment 3 - Customer Portal	DME	*	\$0.1	\$0.1	2009-09-17	2009-09-17	2010-02-01	2010-06-30	100.00%	100.00%
FY2010 Service Change Requests	DME	*	\$0.4	\$0.4	2009-09-17	2009-09-17	2010-09-16	2010-09-16	100.00%	100.00%
FY 2010 Operations and Maintenance	SS	*	\$1.1	\$1.1	2009-09-17	2009-09-17	2010-09-16	2010-09-16	100.00%	100.00%
FY 2010 Project Management	DME	*	\$0.4	\$0.4	2009-10-01	2009-09-17	2010-09-16	2010-09-16	100.00%	100.00%
Develop and Implement Increment 3 - Records Management	DME	*	\$0.1	\$0.1	2010-06-01	2010-06-01	2010-09-16	2010-09-16	100.00%	100.00%
Develop and Implement Increment 3 - Billing Module	DME	*	\$0.1	\$0.1	2010-04-01	2010-03-01	2010-08-31	2010-09-16	100.00%	100.00%
FY 2011 Service Change Requests	DME	*	\$0.5	\$0.4	2010-09-17	2010-09-17	2011-09-16		79.00%	82.40%
FY 2011 Operations and Maintenance	SS	*	\$1.1	\$0.7	2010-09-17	2010-09-17	2011-09-16		79.00%	67.90%
Develop and Implement Increment 4 - Workflow Engineering	DME	*	\$0.1	\$0.1	2011-01-03		2011-03-31		100.00%	96.00%
Develop and	DME	*	\$0.1	\$0.1	2010-09-17	2010-09-07	2010-12-31		100.00%	96.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Implement Increment 4 - Local Billing										
Develop and Implement Increment 4 - NARA Integration	DME	*	\$0.3	\$0.3	2010-09-17	2010-09-17	2011-06-30	2011-06-30	100.00%	100.00%
Develop and Implement Increment 4 - Business Intelligence	DME	*	\$0.6	\$0.4	2010-09-17	2010-09-17	2011-09-16		79.00%	61.10%
Develop and Implement Increment 4 - Customer Portal	DME	*	\$0.1	\$0.1	2010-09-17	2010-09-17	2011-12-30		100.00%	98.30%
Develop and Implement Increment 4 - Full Text Search	DME	*	\$0.1		2011-07-01		2011-09-16		0.00%	0.00%
Develop and Implement Increment 4 - Bar Coding	DME	*	\$0.1		2011-07-01		2011-09-16		0.00%	0.00%
FY 2012 Project Management	DME	*	\$0.2		2011-09-17		2012-09-16		0.00%	0.00%
FY 2012 Service Change Requests	DME	*	\$0.4		2011-09-17		2012-09-16		0.00%	0.00%
FY 2012 Operations and Maintenance	SS	*	\$1.1		2011-09-17		2012-09-16		0.00%	0.00%
Develop and Implement Increment 5 - Workflow Engineering	DME	*	\$0.3		2011-09-17		2012-06-30		0.00%	0.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Develop and Implement Increment 5 - RCPBS Integration	DME	*	\$0.4		2011-09-17		2012-09-16		0.00%	0.00%
Develop and Implement Increment 5 - Reports	DME	*	\$0.2		2011-09-17		2012-03-01		0.00%	0.00%
Develop and Implement Increment 5 - Product Improvement	DME	*	*	*	2012-07-01	*	2012-09-16	*	*	*
FY 2013 Project Management	DME	*	*	*	2012-09-17	*	2013-09-16	*	*	*
FY 2013 Service Change Requests	DME	*	*	*	2012-09-17	*	2013-09-16	*	*	*
FY 2013 Operations and Maintenance	SS	*	*	*	2012-09-17	*	2013-09-16	*	*	*
FY 2014 Project Management	DME	*	*	*	2013-09-17	*	2014-09-16	*	*	*
FY 2014 Service Change Requests	DME	*	*	*	2013-09-17	*	2014-09-16	*	*	*
FY 2014 Operations and Maintenance	SS	*	*	*	2013-09-17	*	2014-09-16	*	*	*
FY 2015 Project Management	DME	*	*	*	2014-09-17	*	2015-09-16	*	*	*
FY 2015 Service Change Requests	DME	*	*	*	2014-09-17	*	2015-09-16	*	*	*
FY 2015	SS	*	*	*	2014-09-17	*	2015-09-16	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Operations and Maintenance										
FY 2010 Process Improvements	DME	*	\$0.4	\$0.4	2010-03-01	2010-03-01	2010-09-16	2010-09-16	100.00%	100.00%
Develop and Implement Increment 5 - Registry phase 2	DME	*	*	*	2012-01-01	*	2012-04-30	*	*	*
FY 2016 Operations and Maintenance	SS	*	*	*	2015-09-17	*	2016-09-16	*	*	*
FY 2017 Operations and Maintenance	SS	*	*	*	2016-09-17	*	2017-09-17	*	*	*

2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion.

3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.

2010-09-07

4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?

yes

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY “In-Kind” Contribution	CY Fee-for-Service	BY Monetary Contribution	BY “In-Kind” Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

## Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Customer Results	Response Time	% of Federal agency reference requests made available within the promised time.	annual	Percentage as provided by PMRS	Stable	97.44% of Fed agency reference requests ready on time	2007-09-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	Make ready 97 percent of Federal agency reference requests within the promised time.	97.73% at EoFY	Met	2010-09-17
			2009	Make ready 97 percent of Federal agency reference requests within the promised time.	94.24% at EoFY	Not Met	2010-09-17
			2010	Make ready 97 percent of Federal agency reference requests within the promised time.	98.16	Met	2011-02-24
			2011	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
			2012	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
			2013	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
			2014	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
			2015	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
			2016	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
			2017	Make ready 97 percent of Federal agency reference requests within the promised time.		Not Due	2011-03-04
Mission and Business Results	Central Records and Statistics Management	ARCIS development proceeds on schedule and within budget.	annual	Boolean	No Change	Concept Exploration Phase	2007-09-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2007	Complete detailed design and prototype. Award contract for building a ARCIS	Detailed Design and prototype are complete. ARCIS development contract was awarded on 9/12/2007.	Met	2011-02-28
			2008	Implement ARCIS Initial Operating Capability.	ARCIS IOC was implemented in FY 2008.	Met	2010-09-17
			2009	Complete roll out of ARCIS to all FRCs nationwide.	100% of the Federal Records Centers were deployed on schedule.	Met	2010-09-17
			2010	Implement Increment 3	Continue to implement ARCIS functionality as per original requirements and system design documents.	Met	2010-09-17
			2011	Implement Increment 4		Not Due	2011-03-04



Technology	Overall Costs	IT operation and maintenance costs of the mainframe at the VA-AAC	2012	Implement Increment 5		Not Due	2011-03-04
			2013	Maintain System Change Requests		Not Due	2011-03-04
			2014	Maintain System Change Requests		Not Due	2011-03-04
			2015	Maintain System Change Requests		Not Due	2011-03-04
			annual	\$	Decrease	\$1.315M	2008-09-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	Reduce IT operation and maintenance costs by \$.2M	IT operation costs of maintaining the VA-AAC was \$1.581M and increase from baseline of \$.2M	Not Met	2010-09-17
			2010	Reduce IT operation and maintenance costs by \$.7M	IT operation costs of maintaining the VA-AAC was .858M, a decrease from baseline of \$.457M.	Not Met	2010-09-17
			2011	Reduce IT operation and maintenance costs by \$.55M		Not Due	2011-03-04
			2012	Reduce IT operation and maintenance costs by \$.81M		Not Due	2011-03-04
			2013	Reduce IT operation and maintenance costs by \$1.06M		Not Due	2011-03-04
			2014	Reduce IT operation and maintenance costs by \$1.315M		Not Due	2011-03-04
			2015	Deactivated		Not Due	2011-03-04

Processes and Activities	Efficiency	Number of agencies with interfaces to ARCIS resulting in data entry labor savings for the Federal Government.	annual	Unit	Increase	0	2009-09-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	Total of 1	1 – Web Service Interface with HUD	Met	2010-09-17
			2011	Total of 3		Not Met	2010-09-17
			2012	Total of 7		Met	2010-09-17
			2013	Total of 15		Not Due	2011-03-04
			2014	Total of 20		Not Due	2011-03-04
			2015	Total of 25		Not Due	2011-03-04
			2016	Total of 30		Not Due	2011-03-04
			2017	Total of 35		Not Due	2011-03-04
Customer Results	Customer Retention	Retention of Federal Records Center Program customers.	annual	Percentage	Stable	178 Customers with signed agreements	2007-12-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	Retain 98 percent of Federal Records Center Program customers	180 customers had signed agreements; 104.6% retention rate over baseline; 101.1% retention rate over previous year.	Met	2011-03-28

			2009	Retain 98 percent of Federal Records Center Program customers.	204 customers had signed agreements. 118.6% retention rate over baseline. 113.3% retention rate over previous year.	Met	2011-03-28
			2010	Retain 98 percent of Federal Records Center Program customers	205 customers had signed agreements. 119.3% retention rate over baseline. 100.5% retention rate over previous year	Met	2010-09-17
			2011	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2012	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2013	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2014	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2015	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2016	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
			2017	Retain 98 percent of Federal Records Center Program customers		Not Due	2011-03-04
Customer Results	Customer Retention	Revenue	annual	\$	Increase	\$83M	2008-08-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	Increase revenue from services by \$.646M	Revenue for FY09 was \$83.983M, which is an increase over baseline of \$.983	Met	2010-09-17
			2010	Increase revenue from	Revenue for FY10 was	Met	2011-02-24

	services by \$1.517M	\$84.891M, which is an increase over baseline of \$1.891M.		
2011	Increase revenue from services by \$2.504M		Not Due	2011-03-04
2012	Increase revenue from services by 5.008M		Not Due	2011-03-04
2013	Maintain revenue from services at 5.008M		Not Due	2011-03-04
2014	Maintain revenue from services at 5.008M		Not Due	2011-03-04
2015	Maintain revenue from services at 5.008M		Not Due	2011-03-04
2016	Maintain revenue from services at 5.008M		Not Due	2011-03-04
2017	Maintain revenue from services at 5.008M		Not Due	2011-03-04

\* - Indicates data is redacted.